



TELECOM and CRM PROJECT MANAGER
(Intermittent Employee)
Phone System Replacement and
Business Information System Implementation
(Up to \$80/hour –Negotiable based on experience)

THE ORGANIZATION

CPS Human Resource Services (CPS) was initially created in California in 1935 as a state agency to improve efficiencies, provide cost-effective services, and advance quality personnel management practices to its clients. In 1985, CPS transitioned to become an independent, public organization and currently functions as a Joint Powers Authority (JPA). Our vision is to provide a “nationwide presence for the improvement of Human Resource Management in all forms of government.” We are a progressive and dynamic organization that prides itself in innovative strategies, approaches, and business practices.

Existing to assist public and non-profit sector employers develop and enhance human resource programs, CPS is a self-supporting public agency that offers a full range of products and services. Among the services provided to clients are test development and administration, classification and compensation studies, executive recruitments, organizational development, strategic compensation design and implementation, human resource training, performance management, and workforce planning.

CPS is governed by a ten member Board of Directors including the City of Anaheim, California State Personnel Board, County of Sacramento, City and County of San Francisco, East Bay Municipal Utility District, State of Wisconsin, City of Las Vegas, County of Sonoma, Hayward Unified School District and City University of New York (CUNY). Our core values promote client satisfaction, organizational integration, high quality of work life, and financial returns that assure long-term sustainability.

The organization has experienced significant growth in revenues, service and product offerings and employees over the last five years. CPS services over 1800 client organizations at the state, local, and national levels in both the U.S. and Canada. More information about CPS can be found at: www.cps.ca.gov.

THE POSITION

This 6-18 month, 40 hour/week temporary position provides a dynamic opportunity for the right person. To achieve our mission of providing “professionally sound, client-oriented human resources and related products and services to public and non-profit clients,” CPS is making significant investments in its infrastructure. Several major initiatives are underway to enhance both the internal business processes and technologies to improve our services. One of these internal investments is the development and implementation of a new voice mail, telephone and

business information (automated, intuitive, real-time information distribution) system to provide incoming information to users from a variety of media. The Telecom system must be compatible with and incorporate a commercial-off-the-shelf customer relationship management (CRM) system. This enterprise system will provide significant improvements in our ability to communicate with and respond to clients' needs, new markets and internal business units. This major CPS project will explore a variety of internet and e-commerce related technologies. To successfully design, develop and implement the new telecom and business information system, close coordination, communication and collaboration will be required within CPS and with the other business partners and vendors to be involved in the project.

CPS is seeking a proven, experienced, high-energy, and talented Telecom and BIS/CRM Project Manager to work closely with the existing CPS project team which includes a sponsor, project oversight manager and senior technical lead, business unit team leads and subject matter experts and to be selected telecom and CRM system vendors. The successful candidate will perform in a highly visible role that will require the application of a variety of planning, management, tracking and reporting skills and abilities. The primary worksite is expected to be the CPS home office in Sacramento, CA with occasional travel to CPS regional offices located in Washington DC, Atlanta, GA, Chicago, IL and Madison, WI.

KEY DUTIES

- Perform as Project Manager for the CPS Telecom and BIS/CRM project. With general guidance on CPS' culture and project scope from the oversight project manager, collaborate with the sponsor, senior technical lead, project team, CPS business units and vendor personnel and apply industry recognized best practices and approaches to complete initiation and then plan, execute, control and close the project.
- Apply a broad range of professional knowledge applicable to telecommunications, business and customer information requirements and systems, procurement, and system development life cycle management.
- Develop and implement project management tools, approaches and processes to oversee and coordinate CPS project team efforts and activities to include but not limited to: the use of MS-Project; action item, issue and risk identification, collection, assignment, tracking, resolution or mitigation, and reporting; scope and contract management for the business and customer information system problem analysis, design, vendor selection, system development and implementation and related contracts; quality planning, assurance and control of CPS' and vendor deliverables; project documentation and administrative support. Advise and mentor the senior technical lead on project management methodologies.
- Drive the business information system project to a successful conclusion.
- Develop enterprise business information requirements and documentation.
 - Collaborate with CPS executives, managers and employees to understand and define organizational business information requirements and expectations.
 - Develop the business information system procurement strategy and plan
 - Identify resources (equipment, software, personnel, and financial) and operations and maintenance (O&M) organizational structure required to implement the selected system
 - Develop and apply industry standard/best practice approaches and methodologies to implement the system
 - Identify training requirements and venue for users and O&M staff; create and deliver training, presentations and briefings for project team, support and business unit personnel (may be a partnership with the selected telecom and CRM vendor)

- Oversee system design, development, implementation and initial O&M.
- Oversee application of new functions within CPS business units.
- Capture lessons learned to improve relevant enterprise project management methodology and approaches

QUALIFICATIONS

Candidates are expected to possess the following:

Ability to:

- Embrace the vision and values of CPS; promote and embody exemplary customer focus; and maintain a professional appearance at all times
- Partner with all internal/external client and project team members to make the project successful; mentor the senior technical lead
- Consistently apply effective, innovative and credible communication approaches (orally and in writing); create and deliver persuasive and credible presentations to large and small groups of project stakeholders
- Apply available technology (laptop computers, cell phone/personal digital assistant, etc.) and software productivity tools (MS Office applications such as Word, Excel, and Outlook/Exchange) to plan, communicate and track project and program efforts

Skills:

- Expert knowledge of leading-edge but proven telephone and CRM supporting infrastructure and technology including but not limited to public switched telephone networks, voice, voicemail, fax, voice-over-internet protocol, local and wide area networking, automated helps, customer information systems, interfaces to MS-Outlook/Office Suite, quality of service requirements and state-of-the-art standards
- Hands-on experience installing, upgrading and maintaining telecom and CRM systems with demonstrated expertise on those that increased operational efficiency and staff effectiveness through streamlined processes; planning, organizing and managing telecom operations and systems evaluation/analysis; developing feasibility studies for system improvements and telecom project proposals; scheduling, controlling and reporting progress of telecom system design, development and installation activity; preparing operational forecasts and requirements for telecom systems; preparing budgets and controlling and reporting on project (or unit) financial performance; supervising and evaluating critical vendor-partnerships and outsourced functions.
- Superior collaboration, communication and partnering competencies and ability to work closely with technical staff on network and voice requirements
- Strong understanding of effective telecommunications and software system development lifecycle (SDLC) management and implementation; robust skills in methodologies for eliciting requirements and inputs from stakeholders
- Strong competencies in interpreting and assessing project management information (schedules, plans, reports, analyses, etc) using MS-Project software; and development, maintenance, analysis and reporting of Earned Value using recognized methodologies and approaches.

Knowledge Of:

- Telecommunications and internet software and E-commerce standards and practices

- Customer relationship management applications and databases
- Project Management Institute (PMI) Project Management Body of Knowledge practices
- Institute for Electrical and Electronics Engineering (IEEE) standards and practices
- Software Engineering Institute (SEI) Capability Maturity Model (CMM)
- Earned Value Methodology (EVM) application
- Government contract environment constraints, challenges and opportunities

Education:

- A bachelor's degree in business, information technology, systems engineering or a related field; an advanced degree (MPA, MBA, etc.) is desirable.
- Demonstrated expertise through telecommunications, internet, database and software and systems certification (MCSE or equivalents) is required; training certificates in project-related areas will be considered.
- Project Management Professional (PMP) certification from the Project Management Institute (PMI) preferred; meaningful participation in relevant professional organizations is valued.

Experience:

- Six or more years of progressively challenging and responsible telecommunications and CRM system development and implementation project management experience for medium (200+ workstation) contracts along with strong performance in all aspects of the project lifecycle is required.
- Direct coordination and reporting experience to executive and management clients and/or principal vendor representatives is required.
- Competency-based experience in software applications for telecom and CRM systems is required.
- Experience with a large consulting firm, government agency as a manager or a vendor, or human resource agency or project is valued.

Physical and Mental Requirements:

- Vision sufficient to clearly see computer monitors, displays, charts and written documentation
- Hearing sufficient to participate in conference calls, large meetings, cell phone conversations
- Ability to process large amounts of information as well as assess and discern emerging trends and issues before they become problems
- Ability to travel by plane, rail, or auto

COMPENSATION

Up to \$80 per hour, depending on experience.

SELECTION PROCESS

Interested candidates complete the online application form at www.cps.ca.gov under Job Opportunities. Faxes and resumes will not be accepted. Qualified candidates must be able to successfully complete a background check.

A screening committee will review resumes, interview candidates by phone, contact references to verify project and task experience, then select and contact the most qualified candidates to either provide additional information or participate in an oral interview and/or written test. The application process will remain open until filled. Initial screening is anticipated to occur the week of March 29, 2004.

CPS IS AN AT-WILL/EQUAL OPPORTUNITY EMPLOYER to all, regardless of race, color, ancestry, religion, sex, national origin, marital status, age, sexual orientation, mental or physical disability, or perceived disability.

CPS is in compliance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act. Qualified women, minorities, individuals with disabilities and veterans are strongly encouraged to apply.